2014

• 04-03 STATION DESK AND FRONT COUNTER OPERATIONS

761551 N25A - SH - AD - 32A (2/72)

COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE: July 28, 2014



FROM: REGINALD D. GAUTT, CAPTAIN
CARSON STATION

TO: ALL PERSONNEL
CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 04-03**

STATION DESK AND FRONT COUNTER OPERATIONS (Revised 07-15-14)

Purpose of Directive:

The purpose of this directive is to establish guidelines to ensure that personnel assigned to the station desk and front counter provide quality service. Contact with station desk and front counter personnel shall be a positive experience that leaves an impression of professionalism.

Scope of Directive:

This Directive applies to all station personnel.

Directive:

The patrol station desk is a pivotal point for station operations. It is the communications and information center from which all operational activities are facilitated, or at the very least, coordinated. Desk personnel receive and evaluate the public's request for service and have available to them the vast resources of the Department, other public agencies, and many private entities with which to fulfill the law enforcement missions of the Department.

Establishing and maintaining good public relations shall be a primary concern of all desk personnel both at the counter and over the telephone. Courtesy is the polite manner in which you speak with people. Courtesy is needed to obtain the acceptance and support of the public and supports our Core Value of "respect for the dignity of all people."

It is important that desk personnel be knowledgeable and have appropriate resources available to them in order to provide the public with a high level of service. Therefore, every station shall have a hard copy

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reference book easily accessible to all desk personnel. This reference book shall contain the contact information located in the computer aided dispatch consoles. This information shall include, but is not limited to, phone numbers and addresses of important locations such as hospitals, tow companies, fire stations, utility companies, animal control, city halls, and schools; information highlighting the special needs, interests and concerns of each city or area within the station's jurisdiction; and any reference or resource material unique to that individual station. This book shall assist desk personnel with providing the public with commonly requested information in the event the computer systems become unavailable.

The front counter shall be staffed with friendly, helpful personnel who will professionally greet and assist persons seeking assistance. All stations shall have someone available at the station's front counter on a daily basis from 0800 to 2200 hours (including weekends). From the hours of 2200 to 0800, as well as holidays, the Watch Deputy shall ensure that any person seeking service will be helped in a timely manner. Station Commanders have the flexibility to staff the counter in any manner they deem appropriate, including using explorers, CSO's, reserves, and civilian

volunteers.

Front lobby areas should be kept well lighted and display a professional, businesslike appearance. The lobby should be in good repair and not be cluttered with papers. All signs required by Department policy shall be appropriately displayed and maintained.

Telephone Demeanor

The public's perception of our organization is influenced by our demeanor and thoroughness during daily telephone contacts. All personnel shall use the basics of effective telephone communication:

Greet the caller with a pleasant tone

Listen closely

Be helpful

Empathize

Avoid Department/police jargon

End call by asking caller, "Is there anything else I can help you with?"

By using these basics, the Department will present a professional image and will promote better customer service.

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Delayed Response Policy

A caller will be contacted and advised of a delay if units have not been dispatched or are unable to arrive within the station's specified time limit.

Training

All employees assigned to a desk position shall attend Desk Operations Training given by the Mobile Digital Communications System (MDCS) staff as soon as possible. The employee will also be required to read the Desk Operations Manual, as well as take and pass the associated test, within the first 30 days of assignment. The completed test will then be placed into the employee's training file.

Any employee scheduled to work a desk position on a temporary or relief basis shall meet with the watch commander prior to the employee's first shift to be briefed on the expected performance while assigned to the desk. The employee is required to read the Desk Operations Handout and sign a receipt acknowledging that they have received the handout prior to their assignment to the desk. The receipt will then be placed into the employee's training file.

Unit Commanders shall designate a lieutenant to be responsible for managing the training program and record keeping.

Unit Commanders are encouraged to identify outside training (public or private sector) in the area of customer service for desk operations personnel.

Supervisor Responsibilities

Audits of the desk and front counter shall be done on a daily basis. The watch commander and the watch sergeant shall each listen to two phone calls per shift. Additionally, the watch commander must contact one caller per week. Both types of audits shall be documented on the appropriate forms which will be retained in a folder for the duty commander to peruse during their station visits. The audits shall be reviewed quarterly by the Station Commander. The audits shall be retained for two years.

Lunch and Break Procedures

Desk personnel are allowed one 30 minute lunch break and two 15 minute breaks during the 8 hour shift. However, due to the unpredictable nature of desk operations, unexpected circumstances could prevent a desk employee from being relieved.

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15 Minute breaks

One break is to be taken in the first 4 hours of the shift and the second break during the last 4 hours of the shift. Neither break can be taken as the first or last 15 minutes of the shift.

Lunch breaks

The lunch break is inclusive in the paid 8 hour shift. The most ideal time frames for lunch breaks vary by shift and will be determined by the shift supervisor. However, all lunch breaks must be completed prior to the last 2 hours of the shift. It shall be at the discretion of the on-duty supervisor, on a day to day basis, to determine the feasibility of allowing a desk employee to leave the station for their 30 minute lunch break. If an employee wishes to leave the facility, prior approval must be obtained by the Watch Deputy and proper notifications made regarding absence from their work area.

Absence from Dispatch work area

Should a desk employee leave their work area for any reason, that employee shall notify the Watch Deputy and/or the dispatcher that they intend to leave and the anticipated time of absence to ensure that there is no compromise of normal desk operations. Under no circumstances shall a desk employee leave their work area without notifying their immediate supervisor or a designee.

RDG:JLH:jlh

• 14-01 SHIFT AND RDO SCHEDULING

761551N25A - SH - AD - 32A (2/72)

COUNTY OF LOS ANGELES

SHERIFF=S DEPARTMENT

“A Tradition of Service”

OFFICE CORRESPONDENCE

DATE: March 6, 2014

FILE NO.

FROM: EDDIE RIVERO, CAPTAIN
CARSON STATION

TO: ALL PERSONNEL
CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 14-01**
SHIFT AND RDO SCHEDULING

Purpose of Directive:

The purpose of this directive is to establish procedural guidelines for station personnel regarding shift transfers and RDO requests.

Scope of Directive:

This directive applies to all personnel assigned to Carson Station and becomes effective immediately.

Directive:

In order to ensure fairness and consistency regarding shift transfers and RDO preferences, the following procedures shall be adhered to:

- **SHIFT TRANSFERS -** Shift transfers shall be determined by unit seniority and preferred shift availability, followed by time in grade and Department seniority.
- **RDO PREFERENCE-** RDO preference shall be determined by shift seniority followed by unit seniority, time in grade, and Department seniority.
- **SHIFT ASSIGNMENT FOLLOWING DUTY ON SPECIAL TEAM OR OTHER SPECIAL DUTY-** Upon completion of duty on a special team or other special assignment, the needs of the station will determine what shift the concerned personnel are assigned to. If the concerned personnel do not return to the shift they were on prior to serving in a special assignment, they will have priority to return to their previous shift when an opening becomes available. RDO's will be determined by the RDO preference procedures.

MANAGEMENT DIRECTIVE 14-01
March 6, 2014
SHIFT AND RDO SCHEDULING

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Additional administrative procedures concerning shift transfers and RDO preferences are as follows:

- **NOTIFICATIONS-** When it is anticipated that a shift and/or certain RDO's will become available, scheduling and training will send an e-mail to all concerned personnel. A deadline to respond will be included in the e-mail. Absent exigent circumstances, non-responses or responses after the deadline will not be given consideration. Any exceptions must be approved by the unit commander.
- **FAILURE TO ADHERE TO ESTABLISHED PROCEDURES-** It is the responsibility of all Carson Station personnel to adhere to the procedures established in this directive. There will be no adjustments to shifts or schedules as a result of an individual's failure to adhere to these procedures.

ER:JCA:jca

• 14-02 PRIVATE VEHICLE STORAGE AND RESPOSSESSION

761551N25A SH - AD - 32A (2/72)

COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE: March 5, 2014

FILE NO.

FROM: EDDIE RIVERO, CAPTAIN
CARSON STATION

TO: ALL PERSONNEL
CARSON STATION

SUBJECT: **CARSON STATION UNIT ORDER 14-02**

PRIVATE VEHICLE STORAGE AND REPOSSESSION

Purpose of Directive:

The purpose of this directive is to establish procedural guidelines for Carson Station personnel regarding the reporting and processing of Private Vehicle Storage and Repossession reports.

Scope of Directive:

This directive applies to desk personnel at Carson Station and is effective immediately.

Directive:

INTAKE

Desk personnel fielding calls for service in which a vehicle is being stored at the request of a private party or repossessed shall fill out the form titled "Private Vehicle Storage / Repossession." Once the form is complete with all available and applicable information, a file number is drawn which shall be documented on the form.

DISTRIBUTION

Once the "Private Vehicle Storage / Repossession" form is completed, the employee completing the form shall make a photo copy of the form. The employee shall immediately hand-carry both the original form and the copy to the station secretary. The secretary shall sign the copy and indicate the date and time received. The employee will then take the signed copy to the Watch Sergeant who shall keep the copy until the original form is entered and returned, along with the printout to the Watch Sergeant report in-tray. The Watch Sergeant shall then process the original and give the signed copy to the Watch Deputy to be maintained in the desk log.

PROCESSING

Upon receipt of the "Private Vehicle Storage / Repossession" form, the secretary shall immediately enter the vehicle into the Stolen Vehicle System (SVS). Once completed, the secretary shall hand-carry the original form, along with the SVS printout, to the Watch Sergeant for processing.

In the case where there is no station secretary on duty, the employee completing the form shall immediately notify the Watch Sergeant or Watch Commander and a determination will be made whether to hold the form for the next available station secretary coming on duty or arrange for entry by another station secretary.

ER:JLH:jlh

• 14-03 PROCEDURES FOR HANDLING PROBABLE CAUSE DECLARATIONS

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COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE: May 28, 2014

FILE NO.

FROM: EDDIE RIVERO, CAPTAIN
CARSON STATION

TO: ALL PERSONNEL
CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 14-03**

PROCEDURES FOR HANDLING PROBABLE CAUSE DECLARATIONS

Purpose of Directive:

The purpose of this directive is to establish procedural guidelines for station personnel regarding the processing of probable cause declarations (PCD) on weekends and holidays.

Scope of Directive:

This directive applies to all personnel assigned to Carson Station as the watch deputy and becomes effective immediately.

Directive:

The guidelines for processing probable cause declarations on weekends and holidays are as follows:

1. Meet with jailer and reconcile all completed PCDs with in-custodies.
2. Complete "Arresting Agency Probable Cause List" with suspect information from PCDs (include those transfers to custody facilities).
3. On **Saturday** between 1000-1300 hours, the duty judge will call the station and telephonically approve the PCDs, which are read to him/her by the handling watch deputy. The judge will give the probable cause finding and time to the handling watch deputy. The approval of PCDs will be done on a taped telephone line or manually recorded.
4. Please read the PCD prior to the judge calling. Provide the following PCD information to the judge: last name, first name; booking number; date and time of arrest; charge; read the PCD narrative; then fill out the back of the PCD with the judge's information.
5. The handling deputy will list the probable cause finding and time on the "Arresting Agency Probable Cause List" and complete the telephonic approval section of the PCD form.
6. Return a copy of the approved probable cause list and PCDs to the jailer.

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PROCEDURES FOR HANDLING PROBABLE CAUSE DECLARATIONS

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7. In the event a PCD is rejected by a judge, the handling watch deputy shall either re-write the PCD (using all the information provided on the original PCD, but changing the narrative to reflect the charge), or contact the Weekend Duty Detective for assistance.

NOTE If a judge has not contacted the station by 1330 hours, contact Norwalk Station,

who in most cases will have a judge at the station on Saturdays. If there is no judge at Norwalk Station,

contact the District Attorney Command Post at 213-974-3607

For **Sunday** PCD reviews, the handling watch deputy may call the District Attorney

Command Post for approval OR drop off the PCDs by 1000 hours at the following

location:

Los Angeles Police Department

Emergency Operations Center

500 E. Temple Street

Los Angeles, CA 90012

On weekends and holidays, all probable cause declaration results must be retrieved in person

because there will be no court staff available to fax the results.

If for some reason a PCD is missed on Saturday, which is due to expire on Sunday, then process the PCD on

Sunday through either the LAPD EOC or the District Attorney Command Post.

In the event the regularly scheduled shift watch deputy is off (vacation, sick, etc.), then the assigned

watch deputy may contact the Weekend Duty Detective by 0900 hours with any questions, and/or

requests for assistance with processing the PCDs.

ER:ALT:alt

- **14-04 EXCEPTION REPORTS**

761551N25A - SH - AD - 32A (2172)

COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE December 8, 2014

FILE NO.

FROM: CHRIS E. MARKS, CAPTAIN
CARSON STATION

TO: WATCH SERGEANTS
CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 14-04**

EXCEPTION REPORTS

Purpose of Directive:

The purpose of this directive is to establish procedural guidelines for station personnel assigned as the watch sergeant regarding the processing of the Exception Reports.

Scope of Directive:

This directive applies to all personnel assigned to Carson Station as the watch sergeant and is effective immediately.

Directive:

The guidelines for processing exceptions reports for each shift:

1. Print a copy of the exception report from CAD for the shift 24-hours prior.

2. Review the report for long errors and extended response times.

3. If there are any long errors, notify the author of the log to correct the error. Note the method of notification of the exception report (i.e. personally, email, etc.).

a. If the notification is made personally, the watch sergeant shall ensure the correction(s) are made before the end of their shift.
b. If the notification is made via email, the watch sergeant shall require the correction(s) to be made within 4 days and a reply from the author when the corrections are made.

4. If there are any extended response times, notify the author of the log to amend the tag clearance to reflect the reason for the extended response or adjust the arrival time, whichever is the case.

MANAGEMENT DIRECTIVE 14-04
December 8, 2014

EXCEPTION REPORTS

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Note the method of notification of the exception report (i.e. personally, email, etc.).

a. If the notification is made personally, the watch sergeant shall ensure the amendment(s) are made before the end of their shift.
b. If the notification is made via email, the watch sergeant shall require the amendment(s) to be made within 4 days and a reply from the author when the amendments are made.

5. Sign the exception report and place the report in the Exception Report binder located in the watch sergeant's office.

***NOTE** The watch sergeant may amend a clearance, by time or narrative, if he/she can determine the cause of the extended response time. If a clearance is amended by the watch sergeant, he/she shall make a notation on the exception report indicating the amendment.*

Oversight:

A designate of Operations shall regularly review the exception reports to ensure they are prepared properly, notifications are made, and corrections/amendments are completed. The designate will be responsible for archiving the completed exception reports.

CEM:RP:rp